

## Eligibility Requirements



*Customers may be eligible for Lifeline assistance if a household member meets any of the following criteria:*

- ☒ Food Stamps
- ☒ MOHealthnet (or Medicaid)
- ☒ Low Income Home Energy Assistance Program (LIHEAP)
- ☒ Temporary Assistance to Needy Families Program (TANF)
- ☒ Supplemental Security Income (SSI)
- ☒ Federal Public Housing Assistance
- ☒ National School Lunch Program's free lunch program **OR**
- ☒ The annual household income level is at or below 135 percent of the federal poverty level.

*Customers may be eligible for disabled assistance under any of these five qualifying criteria:*

- ☒ Veterans Administration Disability Benefits
- ☒ State Blind Pension
- ☒ State Aid to Blind Persons
- ☒ State Supplemental Disability Assistance Payments Administered by the Family Support Division
- ☒ Social Security Disability

## Where Can I Go To Get More Information?

### Call:

Your local telephone provider.

### Online:

[www.lifelinesupport.org](http://www.lifelinesupport.org)

### Email:

[customersupport@usac.org](mailto:customersupport@usac.org)

## Lifeline Program



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## Discounted Telephone Service For Eligible Missourians

# Keeping Connected Through The Lifeline And Disabled Programs



Telephone service is an important part of staying connected with family and friends, seeking emergency and government services as well as community resources. The

Lifeline and Disabled Programs can help make telephone service more affordable to eligible low-income and disabled customers in Missouri.

## What Discounts Are Available To Missouri Customers?

The Lifeline Program offers a discount up to \$15.75 a month for eligible low-income customers while the Disabled Program offers a monthly discount of \$6.50 for eligible disabled customers.



## Do All Providers Offer These Discounts?

Many, but not all, landline and wireless providers participate in the Lifeline Program while only certain landline providers participate in the Disabled Program.

Contact your telephone provider to see if it participates in the Lifeline or Disabled Programs or visit [www.lifelinesupport.org](http://www.lifelinesupport.org) for more information and a current list of participating providers.

## How Do I Find Out If I Am Eligible For Lifeline Or Disabled Program Discounts?

Customers who may be eligible for discounted service should contact their telephone provider for further details and to sign up for the Lifeline or Disabled Programs. Different eligibility criteria exist for each program.

## Can I Get The Discount On Multiple Phones?

**No.** If a customer has more than one phone, the discount can only apply to one phone per household.

## If I Qualify For Both The Lifeline And Disabled Program Discounts, Can I Get Both?

**No.** If a customer happens to qualify for both the Lifeline and Disabled Program discounts, the customer cannot combine the discounts. The Disabled Program discount is only available to qualifying landline customers. The Lifeline discount is available to qualifying landline or wireless customers.

## Do I Have To Annually Verify My Eligibility To Continue In The Lifeline Program?

**Yes.** The annual verification process occurs from March through December of each year.

Companies have some discretion on the annual verification process so it is difficult to say when a subscriber will be contacted to verify continued eligibility. If a customer fails to respond within 30 days then your telephone provider is required to remove you from the Lifeline Program - the discount will no longer apply.

